ANNUAL REPORT











A MESSAGE FROM OUR EXECUTIVE DIRECTOR

hrough 60 years, it's difficult to say if there's been a year like 2020 where youth have faced more adversities to which mentoring was a direct solution.

It is with great pride that we witnessed the strength of the Big Sisters community

our staff, volunteers, donors and families — who collectively faced the challenges presented by the global pandemic and together served almost 600 youth.

In March, we recognized the social and economic effects of lockdown would disproportionately impact the population we support and it was important to safeguard the mental health of youth as the regular supports of school or meetings with their mentor were interrupted.

In response to this immediate need, caseworkers increased the frequency of check-ins with families, introducing them to community supports as needed and a partnership with Rogers Communications provided phones to keep youth connected with their mentors.

As the year progressed, it was clear that we would have to quickly innovate in order to continue to meet increased need; so, we moved our screening, volunteer training and matching processes to a virtual environment. Go Girls: Healthy Minds, Healthy Bodies!, our group mentoring program, transitioned out of the schools and created a safe and collegial online environment where peers could connect and share. The Study Buddy program continued with virtual academic support and our dedicated staff created pen pal programs, guidelines for safely meeting in

community when health orders would allow and virtual activities when they didn't.

Throughout the year, we continued to encourage youth to look to the future and distributed bursaries from the Bright Futures Education Fund, Cottonwood Foundation and others. We handed out bursaries to nine t deserving youth who look forward to accelerating their growth through post-secondary studies. We also provided mentees with the Bright Futures Workshop series designed to support them as they transition from high school to post-secondary education and training.

Of course, all this would not have been possible without our tremendous supporters who recognize the impact an investment can have on a young life today and how it can help build thriving communities in the future.

In particular, our annual Luminary Award Soirée was the most successful to date, raising an unprecedented \$1,000,000. We were so fortunate to be able to gather virtually to honour six incredible women – The Honourable Janet Austin, Joanne Brown, Kay Gray, Linda Parsons, Susan Mendelson and Patricia Shields - who have been true champions of Big Sisters for many decades.

We are profoundly grateful to all our donors – while the longterm mental health and academic impacts of the last year are still unknown – because of your support we will be there to help empower lives through mentorship across the Lower Mainland.

Since 1960, we have seen a lot of change, but know that together we can meet any challenge while continuing to build resilience in youth so they can create the brightest future for all.

Sincerely,

Hanne Madsen, Executive Director

A NOTE FROM OUR BOARD CHAIR

It is with great pride that I have served as Board Chair of Big Sisters of BC Lower Mainland for the past 3 years along with a deeply engaged and passionate group of Directors who give so generously of their time and expertise.

2020 marks the completion of our most recent strategic plan which sought to: Increase capacity of top-quality programming; attain sustainable funding and foster a culture of engaged employees and volunteers.

I am happy to report, over the past 3 years, we have been able to diversify our donor base and through conscious fiscal stewardship have significantly grown our operating reserve fund. In addition, we invested in strategic priorities, such as staff development and retention, while at the same time expanding both the depth and breadth of our program offerings.

The dedicated team at Big Sisters is made up of creative individuals committed to building a better tomorrow for children and youth across the Lower Mainland. It has been inspiring to see their steadfast dedication to supporting Bigs, Littles and their families in order to build thriving communities.

A sincere THANK YOU to our volunteers, donors and community for partnering with us to ignite the potential of young people!

Sincerely,

Amir Moghadasi, Board Chair

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WE ARE SO GRATEFUL TO ALL OF OUR VOLUNTEERS WHO SERVED ON COMMITTEES



MAKING A DIFFERENCE, ONE MATCH AT A TIME

240 SERVED IN THE BIG SISTERS PROGRAM

The Big Sisters program is a one-to-one mentorship that has a profound impact on Little Sisters (7 - 17). Through regular outings, a relationship is developed between the mentor and the Little Sister that is built on trust and common interests and supported by our experienced caseworkers.

It results in a life-changing experience for both the mentor and Little Sister.



SERVED IN THE STUDY BUDDY PROGRAM

The Study Buddy program is a weekly one-to-one mentoring relationship that focuses on school work. Little Sisters in this program not only improve their academics but also report higher levels of self-esteem.



230 SERVED IN THE GO-GIRLS! PROGRAM

Go Girls! is a group mentoring program for youth aged 10 to 14 that promotes the benefits of an active, healthy lifestyle. With social pressure to be perfect at an all-time high, youth in this program build tools for confidence and self-awareness during their formative years.



YOUTH SERVED BY AREA

VANCOUVER
NORTH SHORE

5 %

RICHMOND

4 %

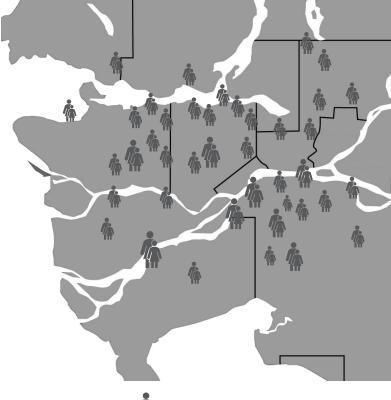
BURNABY/NEW WEST

TRI-CITIES

15 %

SURREY/DELTA

27 %







2020 WAS A YEAR LIKE NO OTHER

66%

of children in B.C.
reported having
mood swings, anxiety
or suicidal thoughts
during the pandemic

YOUTH HAVE

FACED

isolation

academic interruption

uncertainty + loss of stability

BIG SISTERS WAS THERE



70% of youth who had regular contact with their mentor said it helped them feel less worried and anxious





Increased check-ins and connected youth and their families with other essential community supports



Supported virtual match meetings and created engaging online activities



Connected youth with technology when needed



Moved school-based, group mentoring online



Provided youth with tangible materials to support learning and connection – created a pen pal program to connect youth with mentors

\equiv A MATCH MADE TO \Longrightarrow SURVIVE A PANDEMIC

When the world is going through a pandemic, everyone feels disconnected. However, Donna and Cindy show us that even through isolation, when you have a Sister by your side, you will never feel alone.

"Isn't she a wonderful young woman?" These were the first words that Big Sister Donna said when she heard Little Sister Cindy's name.

Donna grew up in Belfast, Northern Ireland with her parents. When Donna was 14, her mom and dad divorced.

Her mom left and her dad turned to alcohol. Her rough upbringing came at an age where she needed a good influence in her life and someone who she could rely on.

At 18, she decided she had enough and jumped on the first flight she found. She landed in London where she was lucky to find a family that showed her how families should be. "I saw that connection. I saw that love. I saw that respect & I really liked it." She began to work with children with special needs and found this was her passion.

Eventually, she decided to make a move to Canada where she met her husband. Together they raised 2 wonderful daughters and celebrated their first granddaughter. Donna spent the majority of her days teaching and volunteering with children in need which ultimately led her to volunteer with Big Sisters of BC Lower Mainland where she was matched with Cindy.



Little Sister Cindy immigrated to Canada in 2010 when she was in grade 2 with her mom and younger brother. She noticed a big change in the cultural differences and had

> issues with school as she was not the Study Buddy program.

Cindy was matched with a few Big Sisters who helped her with her schoolwork and English skills. Once her English was proficient and her grades were improving, Cindy no longer saw the point to Big Sisters - until she was matched with Donna.

yet fluent in English. Fortunately, Cindy's mom found Big Sisters and signed her daughter up for

Donna and Cindy are two peas from the same pod. Despite having a larger age gap than other Big Sister matches, they share the same hobbies and interests. In the beginning, the pair enjoyed spending a calm day sewing, doing arts and crafts, and baking together. However, now with both Sisters having busy schedules, any chance they get to meet up, watch a movie, and relax is a day worth looking forward to.

@BIGSISTERSBCLM

"When I needed someone

else to step in,

Donna was there to

lend a hand"

- Little Sister, Cindy

At the end of grade 8, Cindy felt a huge emotional

toll after her father left. She kept it a secret from everyone, especially Donna. "I felt ashamed to tell her about my family situation," Cindy says. It took Cindy two years before she was able to finally open up to Donna. This was a huge moment for the both of them in their relationship. Donna felt privileged that her Little Sister felt she could trust Donna enough and Cindy finally realized that she wasn't alone. "My caseworker found me the perfect person," Cindy shares, "I value her friendship so much."

7 years have passed since their initial encounter and the pair's mentoring relationship is as strong as ever. Cindy considers her Big Sister a second mom. Donna has helped Cindy with her college transition and even taught her how to drive. "When I needed someone else to step in, Donna was there to lend a hand." Now that she's in university, Donna notices the growth and maturity emanating from Cindy day by day which she believes brings them closer together.

Due to COVID, Donna and Cindy were not able to see each other often. However, despite living through a pandemic and with Cindy's university halfway across the country, Donna and Cindy are confident and comfortable knowing that they are both only a phone call away. With years of history and deep conversations building the foundation of their relationship, they both agree that their friendship is going to last a lifetime.

2020 BIG HEART AWARDS

CAROL ROBINSON

Carol has been involved with Big
Sisters in numerous ways for years!
From being a valued contributor as
a director on the Big Sisters board,
to being the Co-chair of our Soiree
committee and volunteering her time

at our Future You Camp. This year she was integral in pivoting our annual

Soiree to a virtual event and her vision for what we could achieve resulted in a record breaking event.

GAYLE PELMAN

Gayle Pelman is receiving the 2020
Big Heart Award in recognition of
her tireless effort and outstanding
support in mentoring five Little
Sisters (including her current
Little) over the course of 15 years.
She embodies everything Big Sisters
stands for. She champions Little Sisters'
potential by supporting their education and other

KATE O'BRIEN & ED DES ROCHES

Ed and Kate are valued members of our Honourary Advisory Board and their company, Plum, were long time sponsors of our Spring Lunch and of our Volunteer Recognition event. They have been remarkable historians of our organization and recently provided us with a file box of

memorabilia dating back for decades.



"When I found out that the Go Girls! program had shifted online, I was ecstatic...in normal circumstances, programs like Go Girls are beneficial, but during [these] unprecedent times in which the negative impacts of social isolation are devastating, such programs are imperative."

- Go-Girls Mentor, Rajbir



GRAPEJUICE



We are so grateful to GrapeJuice event founders, Sarah & Cameron McNeill and Cheryl Nakamoto, for standing by us in 2020 and. In it's 13th year, this boutique tasting and auction event quickly pivoted to virtual and raised over \$109,000! None of this would have been possible without the indefatigable work of the Sarah, Cameron and Cheryl, as well as our presenting sponsor RBC and founding sponsors McNeill Nakamoto Recruitment Group and MLA Canada.

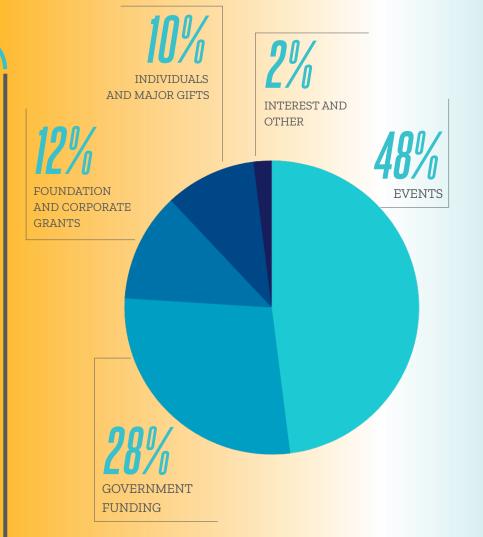
Since it's inception GrapeJuice has raised over \$1,000,000 in support of Big Sisters of BC Lower Mainland's mentoring programs.



BREAKING DOWN BARRIERS

2020 was a year of much internal growth and learnings, we learned that if we are to continue working in a meaningful way, we need to deepen our understanding and work around Justice, Equity, Diversity and Inclusion. Since 2017, we have served on our National Agency's Diversity Working Group.

We have begun the translation of our mentoring intake materials into the six top-spoken languages by the youth we serve (other than English) in order to break barriers for youth and their families who speak little or no English and improve accessibility to our programs for all.



YEAR ENDED DECEMBER 31, 2020 2020 Statement of Operations 2019 Revenues \$2,542,085 \$2,025,219 Expenditures \$1,980,355 \$1,917,127 Surplus/(Deficit) \$624,958 \$44,864 Statement of Financial Position 2,020 2019 Assets \$2,515,752 \$1,397,853 Liabilities \$752,631 \$304,554 \$1,763,121 **Net Assets** \$1,093,299

2020 TOTAL REVENUE

\$2.54

We are so grateful to all our supporters who together helped us ignite the potential of almost 600 youth across the Lower Mainland.

We ended the year in a stronger financial position than planned, due in part to decreased operational expenses and the tremendous outpouring of support from our donors who made last year's Luminary Award Soirée our most successful to date.

Due to the COVID-19 pandemic, the Canadian government introduced the Canada Emergency Wage Subsidy ("CEWS") to assist organizations who had lost a certain percentage of their eligible revenue. This accounts for the significant increase in Government funding compared to 2019.

Surplus funds were invested to support strategic priorities and transferred to an Emergency Operating Reserve Fund that will ensure stability for the organization and safeguard our ability to continue providing our essential services in the future.

1 For a complete copy of our financial statements visit, www.bigsisters.bc.ca

A BIG THANK YOU TO YOU

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BIG SISTERS BCLM IS PROUDLY SUPPORTED BY





T'S ROUGH OUT THERE FOR KIDS \equiv

Big Sisters of BC Lower Mainland provides supportive mentoring relationships to young kids who may be facing challenges like bullying, isolation, poverty, abuse, social anxiety and low self-esteem.

Research shows that mentoring has a powerful impact on the lives of youth. We know that 96 percent of adults who had a mentor as a child say they are happy and 92 percent feel confident.

Mentoring helps create safer schools and communities. Children who have a positive mentor are less likely to engage in destructive behaviour such as bullying, fighting, binge drinking, or drug use.

OUR VISION

All young people realize their full potential.

OUR MISSION

Enable life-changing mentoring relationships to ignite the power and potential of young people.

COMMITMENT TO INCLUSIVITY

At Big Sisters, we believe that every child and youth in the BC Lower Mainland who needs a mentor should have a mentor. Our programs are open to children, youth, and volunteers who identify as female, transgender or gender fluid. We are committed to providing safe, inclusive environments for all individuals.

WE ACKNOWLEDGE

We at Big Sisters acknowledge that we are on the shared and unceded territory of the Coast Salish Peoples, including the territories of the x^wməθk^wəyəm (Musqueam), Skwx wú7mesh (Squamish), and Selílwitulh (Tsleil-Waututh) Nations.

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F: 604-873-2122

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